



Questions to Ask When Looking for a Home Care Agency

We recommend that you print this sheet and use it every time you interview a home care agency. This will help you to track responses and share information with other family members and loved ones, as you make a decision.

NAME OF AGENCY: _____

1. What areas are served and what services are performed?

Transportation Housekeeping Laundry Bathing Medication Reminders
 Incontinence care Errands Help with bill paying Mail sorting
 Meal Preparation Help with other services (yard work, handyman, etc)

NOTES:

2. How will you determine who will come to the home and will you send the same aide each time?

Same Aide Different Aides 2 or 3 of the same aides

Determined by: Availability Location Needs

NOTES:

3. What is your procedure if we are not happy with whom you introduce and set us up with?

Will talk to them Will remove them from service

NOTES:

4. Are your Caregivers employees or independent contractors and are they bonded and insured? What pre-employment testing is done for your employees and what is done for training?

Fingerprinting Criminal background check Motor Vehicle checks TB testing
 Personal and Business References CCA Certifications Initial training (what's included)
 On-going training

NOTES:

5. What happens if someone calls in, is late or doesn't show up? What are your back-up procedures?

Find someone else Back-up plan in place Telephony Accountability

NOTES:

6. Cost:

What is the cost? Are there any hidden costs? Is there an assessment fee?

How do we pay? Is there a deposit required?

NOTES:

7. How long have you been in business and is this a franchise?

Franchise Locally-owned Number of years in business

NOTES:

8. Who supervises the staff and how are they supervised?

NOTES:

9. How is communication with the family maintained?

Telephone Documentation Binder

NOTES:

10. What hours can I contact someone from the agency?

Monday through Friday All hours

NOTES: